

Delaware Veterans Home
100 Delaware Veterans Blvd., Milford, DE 19963

State of Delaware
Nurse Call Bell System
Request for Proposal
Contract No. 12-DVH-4

3/26/12

- *Deadline to Respond* -
APRIL 30, 2012

STATE OF DELAWARE
Delaware Veterans Home

Date: 3/26/12

CONTRACT NO. 12-DVH-4

ALL VENDORS:

The enclosed packet contains a "REQUEST FOR PROPOSAL" for Nurse Call System. The proposal consists of the following documents:

REQUEST FOR PROPOSAL - CONTRACT NO. 12-DVH-4

- I. Introduction
- II. Scope of Work
- III. Format For Proposal
- IV. Proposal Evaluation Procedures
- V. Mandatory Pre-Bid Meeting
- VI. Definitions and General Provisions
- VII. Proposal Reply Section
 - a. Attachment 1 - No Proposal Reply Form
 - b. Attachment 2 - Non-Collusion Statement
 - c. Attachment 3 – Exceptions
 - d. Attachment 4 – Company Profile and Capabilities
 - e. Attachment 5 – Confidentiality and Proprietary Information
 - f. Attachment 6 – Business References
 - g. Attachment 7 – Subcontractor Information Form
 - h. Attachment 8 - Office of Minority and Women Business Enterprise Certification Application
 - i. Appendix A – Scope of Work details
 - j. Appendix B – Cost Proposal(s)
 - k. Appendix C – Current facility equipment by wing and room
 - l. Appendix D – State of Delaware, DTI architecture templates
 - m. Appendix E – Phase One Base Implementation Business Requirements Document

In order for your proposal to be considered, the Proposal Reply Section shall be executed completely and correctly and returned in a sealed envelope clearly displaying the contract number and vendor name by 4/30/2012 to be considered.

Proposals must be mailed to:

Delaware Veterans Home
Attn: Sandy Groff
100 Delaware Veterans Blvd., Milford, DE 19963

Please review and follow the information and instructions contained in the General Provisions and this Request for Proposal. Should you need additional information, please call Sandy Groff at 302-424-6040 or at email sandy.groff@state.de.us

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I. INTRODUCTION:

A. PURPOSE:

The purpose of this Request for Proposal is to obtain sealed proposals to replace the Delaware Veterans Home (DVH) existing Nurse Call Bell system with a system that utilizes current state-of-the-art computer networking and communication technology. The system must fit the needs of a long term care, inpatient facility. The system must also provide for hardware and software maintenance, system engineering and new product support documentation and education.

The DVH is an 150 bed long term care facility that opened in June 2007. The current Nurse Call system is a Dukane E-20. The current system is an independent, stand alone system. The new system shall have the capability of integration, allow for web services and shall function in a virtual environment as well as a stand alone environment. The system shall be upgradeable.

The bid proposal document shall include a proposed solution for system required cabling. The facility, not the successful Nurse Call Bell vendor, shall contract the cabling to a vendor on state contract.

1. COMPETITIVE SEALED PROPOSAL:

It has been determined by Director, Government Support Services, pursuant to **Delaware Code Title 29, Chapter 6924 (a)** that this solicitation be offered as a request for competitive sealed proposals because the use of competitive sealed bidding is not practical and/or not in the best interest of the State. The use of competitive sealed proposals is necessary to:

- Use a contract other than a fixed-price type; or
- Conduct oral or written discussions with offerors concerning technical and price aspects of their proposals; or
- Afford offerors an opportunity to revise their proposals through best and final offers; or
- Compare the different price, quality and contractual factors of the proposals submitted; or
- Award a contract in which price is not the determining factor.

2. CONTRACT REQUIREMENTS:

The following information shall be provided in each proposal in the order listed below. Failure to respond to any request for information within this proposal may result in rejection of the proposal at the sole discretion of the State.

1. Delaware business license:
Provide evidence of a Delaware business license or evidence of an application to obtain the business license.
2. Professional liability insurance:
Provide evidence of professional liability insurance in the amount of \$1,000,000.00, \$3,000,000.00.
3. A summary of the organization to include:
 - a. number of years in business

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- b. number of employees
 - c. whether the organization is public or private
-
- 4. A list of similar projects performed during the last five years to include the name and address of the facility and the date of installation. In addition:
 - a. veterans facilities
 - b. size of facilities
 - c. largest customer
 - d. smallest customer
 - 5. An organizational chart
 - 6. A list of the principal personnel that will be assigned to work on the project.
 - 7. A list of all proposed sub-contractors.
 - 8. Information technology:
 - a. programming language used
 - b. server operating system used
 - c. database system used
 - d. database reporting tools
 - e. desktop OS supported
 - f. desktop Application supported
 - g. portable devices supported
 - h. access methods
 - i. disaster recovery
 - 9. A project time line to include:
 - a. creating rules
 - b. testing rules
 - c. implementing rules
 - 10. A description of required scheduled system maintenance
 - a. maintenance by successful vendor
 - b. maintenance by facility personnel
 - c. software diagnostic tools for in-house maintenance
 - 11. A detailed description of training for facility personnel
 - a. manager training
 - 1. length of time
 - 2. ongoing training programs, i.e. resource materials, videos, etc.
 - 2. user/operation manual provided (hard copy, web access)
 - b. operator training
 - 1. length of time
 - 2. ongoing training programs, i.e. resource materials, videos, etc.
 - 3. user/operation manual provided (hard copy, web access)
 - c. technical training for IT and maintenance
 - 1. length of time
 - 2. ongoing training programs, i.e. resource materials, videos, etc
 - 3. user/operation manual provided (hard copy, web access)
 - d. follow up training

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12. A detailed description with samples of reporting capabilities of the system
13. A description of all system warranties
14. A description of maintenance and support provided by vendor, manufacturer or supplier
 - a. spare kits and critical spares for swaps to maximize uptime
 - b. spare parts list with current pricing information
 - c. repair process for malfunctioning parts
 - d. turn around time for repairs
 - e. policy on software updates during and after warranty period
15. A detailed, line item budget
 - a. base system
 - b. additional features
 - c. training
 - d. extended warranty
 - e. additional support services
 - d. other costs
16. Detailed wiring specifications for cabling. These specifications will be given, by the facility, to a vendor on state contract for installation.
17. Cut sheets on proposed equipment.

3. **MULTIPLE SOURCE AWARD**

The Agency reserves the right to award this contract to more than one vendor pursuant to 29 Del.C. §6926.

4. **CONTRACT PERIOD:**

Each Vendor's contract shall be valid from the approved contract date which shall be no later than 6/1/2012. Negotiation may be initiated no later than ninety (90) days prior to the termination of the current agreement.

The State reserves the right to extend this contract on a month-to-month basis for a period of up to three months after the term of the full contract has been completed.

B. KEY RFP DATES/MILESTONES:

The following dates and milestones apply to this RFP and subsequent contract award. Vendors are advised that these dates and milestones are not absolute and may change due to unplanned events during the bid proposal and award process.

Activity	Due Date
RFP Availability to Vendors	3/26/2012
Mandatory Pre-bid Conference	4/09/2012 – 1:00 pm
Written Questions Due No Later Than (NLT)	4/16/2012 – 4:30 pm
Written Answers Due/Posted to Website NLT	4/18/2012 – 4:30 pm

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Proposals Due NLT	4/30/2012 - 2:00 pm
Public Proposal Opening	4/30/2012 - 2:00 pm
Proposal Evaluation/Presentations as required	N/A
Vendor Best & Final Discussions, as required	TBD (DVH will schedule as needed)
Contract Award	Will occur within 90 days of bid opening

C. INQUIRIES & QUESTIONS:

We welcome your interest in working with us, and we will be pleased to answer any questions you may have in formulating your response to this Request for Proposal.

All questions with regard to the interpretation of this solicitation, drawings, or specifications, or any other aspect of this RFP must be received in writing by 4/16/2012. All questions will be answered in writing by 4/18/2012 and posted on <http://www.vethome.delaware.gov> and <http://www.bids.delaware.gov> website. All questions must make specific reference to the section(s) and page numbers from this RFP where applicable. Oral explanations or instructions will not be binding.

D. RFP DESIGNATED CONTACT

All requests, questions, or other communications about this RFP shall be made in writing to the State of Delaware. Address all communications to the person listed below; communications made to other State of Delaware personnel or attempting to ask questions by phone or in person will not be allowed or recognized as valid and may disqualify the vendor. Vendors should rely only on written statements issued by the RFP designated contact.

NAME	Sandy Groff
DEPARTMENT	Department of State, Delaware Veterans Home
ADDRESS	100 Delaware Veterans Blvd., Milford, DE 19963
EMAIL ADDRESS	sandy.groff@state.de.us

To ensure that written requests are received and answered in a timely manner, electronic mail (e-mail) correspondence is acceptable, but other forms of delivery, such as postal and courier services can also be used.

E. Contact with State Employee

Direct contact with State of Delaware employees other than the State of Delaware Designated Contact regarding this RFP is expressly prohibited without prior consent. Vendors directly contacting State of Delaware employees risk elimination of their proposal from further consideration. Exceptions exist only for organizations currently doing business in the State who require contact in the normal course of doing that business.

II. SCOPE OF WORK:

A. OVERVIEW:

The Vendor(s) shall provide all equipment, materials and labor to replace the DVH current Nurse Call Bell system. The contract will require the Vendor(s) to cooperate with the ordering agency to insure the State receives the most current state-of-the-art material and/or services.

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B. BACKGROUND:

The Delaware Veterans Home, a long term care facility, currently serving approximately 120 residents, was built in 2006 with occupancy in June 2007. The Dukane E-20 system was installed in 2006.

C. STATEMENT OF NEEDS:

The DVH is in need of a Nurse Call Bell system that utilizes current state-of-the-art computer networking and communication technology. The system must fit the needs of a long term care, inpatient facility. The system must also provide for hardware and software maintenance, system engineering and new product support documentation and education.

D. DETAILED REQUIREMENTS:

The technical requirements of this RFP are stated in Appendix A. Vendors must provide a cost proposal in Appendix B.

III. FORMAT FOR PROPOSAL:

A. INTRODUCTION:

This section prescribes the mandatory format for the presentation of a proposal in response to this RFP. Each Vendor must provide every component listed in the order shown in this RFP, using the format prescribed for each component. A proposal may be rejected if it is incomplete or conditional.

B. PROPOSAL RESPONSE:

The Request for Proposal may contain pre-printed forms for use by the vendor in submitting its proposal. The forms required by this solicitation shall be considered mandatory, prevailing documents.

When preprinted forms are used, the forms shall contain basic information such as description of the item and the estimated quantities and shall have blank spaces for use by the vendor for entering information such as unit bid price, total bid price, as applicable.

The Vendor's proposal shall be written in ink or typewritten on the form provided, and any corrections or erasures MUST be initialed by vendor's representative completing the bid submission.

If items are listed with a zero quantity, Vendor shall state unit price ONLY (intended for open end purchases where estimated requirements are not known). The proposal shall show a total bid price for each item bid and the total bid price of the proposal excluding zero quantity items.

Vendors' proposal must respond to each and every requirement outlined in the RFP criteria in order to be considered responsive. Proposals must be clear and concise.

C. NON-CONFORMING PROPOSALS

Non-conforming proposals will not be considered. Non-conforming proposals are defined as those that do not meet the requirements of this RFP. The determination of whether an RFP requirement is substantive or a mere formality shall reside solely within the State of Delaware.

D. CONCISE PROPOSALS

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The State of Delaware discourages overly lengthy and costly proposals. It is the desire that proposals be prepared in a straightforward and concise manner. Unnecessarily elaborate brochures or other promotional materials beyond those sufficient to present a complete and effective proposal are not desired. The State of Delaware's interest is in the quality and responsiveness of the proposal.

E. COVER LETTER:

Each proposal will have a cover letter on the letterhead of the company or organization submitting the proposal. The cover letter must briefly summarize the Vendor's ability to provide the services specified in the RFP. The cover letter shall be signed by a representative who has the legal capacity to enter the organization into a formal contract with the Delaware Veterans Home.

F. TABLE OF CONTENTS:

Each proposal must include a Table of Contents with page numbers for each of the required components of the proposal

G. DESCRIPTION OF SERVICES AND QUALIFICATIONS:

Each proposal must contain a detailed description of how the Vendor will provide the goods and services outlined in this RFP. This part of the proposal may also include descriptions of any enhancements or additional services or qualifications the Vendor will provide that are not mentioned in this RFP.

H. DISCOUNT:

Vendors are invited to offer in their proposal value added discounts (i.e. speed to pay discounts for specific payment terms). Cash or separate discounts should be computed and incorporated into unit bid price(s).

I. SAMPLES OR BROCHURES:

Samples or brochures may be required by the agency for evaluation purposes. They shall be such as to permit the Agency to compare and determine if the item offered complies with the intent of the specifications.

J. ACKNOWLEDGEMENT OF UNDERSTANDING OF TERMS

By submitting a bid, each vendor shall be deemed to acknowledge that it has carefully read all sections of this RFP, including all forms, schedules and exhibits hereto, and has fully informed itself as to all existing conditions and limitations.

K. BID BOND REQUIREMENT

Bid Bond Waived.

L. PERFORMANCE BOND REQUIREMENT:

Performance Bond Waived.

M. NUMBER OF COPIES WITH MAILING OF PROPOSAL:

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To be considered, all proposals must be submitted in writing and respond to the items outlined in this RFP. The State reserves the right to reject any non-responsive or non-conforming proposals. Each proposal must be submitted with 5 paper copies and 3 electronic copies on CD or DVD media disk. One of the copies shall be marked "Master Copy" and will contain original signatures in all locations requiring an offeror signature. The remaining copies do not require original signatures. CD or DVD media disk must also contain the completed Appendix B.

All properly sealed and marked proposals are to be sent to the State of Delaware and received no later than 2:00 PM Local Time on 4/30/12. The Proposals may be delivered by Express Delivery (e.g., FedEx, UPS, etc.), US Mail, or by hand to:

DEPARTMENT **Delaware Veterans Home**
ADDRESS **100 Delaware Veterans Blvd., Milford, DE 19963**
ATTENTION: **Sandy Groff**

Any proposal submitted by US Mail shall be sent by either certified or registered mail. Proposals must be received at the above address no later than 2:00 PM Local Time on 4/30/2012. Any proposal received after this date shall not be considered and shall be returned unopened. The proposing vendor bears the risk of delays in delivery. The contents of any proposal shall not be disclosed as to be made available to competing entities during the negotiation process.

Upon receipt of vendor proposals, each vendor shall be presumed to be thoroughly familiar with all specifications and requirements of this RFP. The failure or omission to examine any form, instrument or document shall in no way relieve vendors from any obligation in respect to this RFP.

The State reserves the right to award the proposed contract to multiple Vendors if the Head of the Agency determines that such an award is in the best interest of the State.

N. PROPOSAL EXPIRATION DATE

Prices quoted in the proposal shall remain fixed and binding on the bidder at least through 6/30/2012. Delaware reserves the right to ask for an extension of time if needed.

O. WITHDRAWAL OF PROPOSALS:

A Vendor may withdraw its proposal unopened after it has been deposited, if such a request is made prior to the time set for the opening of the proposal.

P. PROPOSAL MODIFICATIONS

Any changes, amendments or modifications to a submitted proposal requires that the original proposal be withdrawn, **prior** to the time set for the submission of the proposal, and a new proposal submitted **prior** to the deadline for submission of proposals.

Changes, amendments or modifications to proposals shall not be accepted or considered after the hour and date specified as the deadline for submission of proposals.

Q. LATE PROPOSALS

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Proposals received after the specified date and time will not be accepted or considered. To guard against premature opening, sealed proposals shall be submitted, plainly marked with the proposal title, vendor name, and time and date of the proposal opening. Evaluation of the proposals is expected to begin shortly after the proposal due date. To document compliance with the deadline, the proposal will be date and time stamped upon receipt.

R. ADDENDA TO THE RFP:

If it becomes necessary to revise any part of this RFP, revisions will be posted at <http://www.vethome.delaware.gov> and <http://www.bids.delaware.gov> . By submitting an offer to the State, vendors have acknowledged receipt, understanding and commitment to comply with all materials, revisions, and addenda related to the Request for Proposals.

S. INCURRED EXPENSES:

The State will not be responsible for any expenses incurred by the Vendor in preparing and submitting a proposal.

T. ECONOMY OF PREPARATION:

Proposals should be prepared simply and economically, providing a straight-forward, concise description of the Vendor's offer to meet the requirements of the RFP.

U. DISCREPANCIES AND OMISSIONS

Vendor is fully responsible for the completeness and accuracy of their proposal, and for examining this RFP and all addenda. Failure to do so will be at the sole risk of vendor. Should vendor find discrepancies, omissions, unclear or ambiguous intent or meaning, or should any questions arise concerning this RFP, vendor shall notify the State of Delaware's Designated Contact, in writing, of such findings at least ten (10) days before the proposal opening. This will allow issuance of any necessary addenda. It will also help prevent the opening of a defective proposal and exposure of vendor's proposal upon which award could not be made. All unresolved issues should be addressed in the proposal.

Protests based on any omission or error, or on the content of the solicitation, will be disallowed if these faults have not been brought to the attention of the Designated Contact, in writing, no later than ten (10) calendar days prior to the time set for opening of the proposals.

V. EXCEPTIONS:

Vendors may elect to take minor exception to the specifications, terms and conditions of this RFP by completing Attachment 3. All exceptions must be listed on Attachment 3. Exceptions listed elsewhere in a Vendor's proposal will not be considered. The Delaware Veterans Home will evaluate each exception according to the intent of the terms and conditions contained herein, but shall reject exceptions that do not conform to State bid law and/or create inequality in the treatment of Vendors. Exceptions shall be considered only if they are submitted with the proposal or before the date and time of the proposal opening. If the Vendor is taking no exceptions, respond accordingly on Attachment 3.

W. BUSINESS REFERENCES:

Business references are to be provided via Attachment 6.

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X. DOCUMENT(S) EXECUTION:

All vendors must complete and submit with its proposal the non-collusion statement that is enclosed with this Request for Proposal labeled as Attachment 2. The awarded vendor(s) will be presented with the contract form for signature and seal, if appropriate. Both of these documents shall be executed by a representative who has the legal capacity to enter the organization into a formal contract with the Delaware Veterans Home.

To complete the execution of the contract, the awarded vendor(s) shall submit an electronic W-9 at the following website: <http://accounting.delaware.gov>.

All questions regarding the submission of the vendor(s) W-9 should be submitted to the Delaware Division of Accounting at <http://accounting.delaware.gov/>.

Y. SUBCONTRACTS:

Subcontracting is permitted under this RFP and contract. However, every subcontractor shall be identified in the Proposal using Attachment 7.

Z. CONFIDENTIALITY:

All documents submitted as part of the vendor's proposal will be deemed confidential during the evaluation process. Vendor proposals will not be available for review by anyone other than the State of Delaware/Proposal Evaluation Committee or its designated agents. There shall be no disclosure of any vendor's information to a competing vendor prior to award of the contract.

The State of Delaware is a public agency as defined by state law, and as such, it is subject to the Delaware Freedom of Information Act, 29 *Del. C.* Ch. 100. Under the law, all the State of Delaware's records are public records (unless otherwise declared by law to be confidential) and are subject to inspection and copying by any person. Vendor(s) are advised that once a proposal is received by the State of Delaware and a decision on contract award is made, its contents will become public record and nothing contained in the proposal will be deemed to be confidential except proprietary information.

Vendor(s) shall not include any information in their proposal that is proprietary in nature or that they would not want to be released to the public. Proposals must contain sufficient information to be evaluated and a contract written without reference to any proprietary information. If a Vendor feels that they cannot submit their proposal without including proprietary information, they must adhere to the following procedure or their proposal may be deemed unresponsive and will not be recommended for selection. Vendor(s) must submit such information in a separate, sealed envelope labeled "Proprietary Information" with the RFP number. The envelope must contain Attachment 5 describing the documents in the envelope, representing in good faith that the information in each document is not "public record" as defined by 29 *Del. C.* § 10002(d), and briefly stating the reasons that each document meets the said definitions.

Upon receipt of a proposal accompanied by such a separate, sealed envelope, the State of Delaware will open the envelope to determine whether the procedure described above has been followed.

If the Vendor does not have any documents it declares confidential or proprietary, Attachment 5 should be completed by checking the appropriate box found at the top of the attachment.

AA. ATTACHMENTS:

Attachment 1 - No Proposal Reply Form

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Attachment 2 - Non-Collusion Statement
Attachment 3 – Exceptions
Attachment 4 – Company Profile and Capabilities
Attachment 5 – Confidentiality and Proprietary Information
Attachment 6 – Business References
Attachment 7 – Subcontractor Information Form
Attachment 8 – Office of Minority and Women Business Enterprise Certification Application
Appendix A – Scope of Work details
Appendix B – Cost Proposal(s)
Appendix C – Current facility equipment by wing and room
Appendix D – State of Delaware, DTI architecture templates
Appendix E - Phase One Base Implementation Business Requirements Document

IV. PROPOSAL EVALUATION PROCEDURES

A. GENERAL ADMINISTRATION

1. STATE'S RIGHT TO REJECT PROPOSALS

The Delaware Veterans Home reserves the right to reject any or all proposals in whole or in part, to make multiple awards, partial awards, award by types, item by item, or lump sum total, whichever is determined to be the most advantageous to the State of Delaware. Vendors submitting proposals may be afforded an opportunity for discussion. Vendors may be requested to provide a best and final offer during the negotiation process. Negotiations may be conducted with responsible Vendors who submit proposals found to be reasonably likely to be selected for award. The contents of any proposal shall not be disclosed so as to be available to competing Vendors during the negotiation process.

2. STATE'S RIGHT TO CANCEL SOLICITATION

The State of Delaware reserves the right to cancel this solicitation at any time during the procurement process, for any reason or for no reason. The State of Delaware makes no commitments expressed or implied, that this process will result in a business transaction with any vendor.

This RFP does not constitute an offer by the State of Delaware. Vendor's participation in this process may result in the State of Delaware selecting your organization to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by the State of Delaware to execute a contract nor to continue negotiations. The State of Delaware may terminate negotiations at any time and for any reason, or for no reason.

3. FORMAL CONTRACT AND/OR PURCHASE ORDER:

No employee of the Contractor(s) is to begin any work prior to receipt of a State of Delaware Purchase Order signed by authorized representatives of the agency requesting service, properly processed through the State of Delaware Accounting Office. A purchase order, telephone call, fax or State credit card shall serve as the authorization to proceed with work in accordance with the bid specifications and the special instructions, once it is received by the Contractor(s).

4. DELIVERY OF PROPOSALS:

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Proposals shall be delivered in sealed envelopes, and shall bear on the outside the name and address of the Vendor as well as the designation of the contract. Proposals forwarded by U.S. Mail shall be sent first class to the address stated in this RFP. Proposals forwarded by delivery service other than the U.S. Mail or hand delivered must be delivered to the applicable addresses also stated in this RFP. All bids must clearly display the bid number on the envelope.

Delaware Veterans Home
100 Delaware Veterans Blvd., Milford, DE 19963

All proposals will be accepted at the time and place set in the RFP. Vendor bears the risk of delays in delivery. Proposals received after the time set for public opening will be returned unopened.

5. PUBLIC OPENING OF PROPOSALS:

The proposals shall be publicly opened at the time and place specified by the Agency. Vendors or their authorized representatives are invited to be present.

Only the vendor's name and address will be read aloud during the bid opening process.

6. DISQUALIFICATION OF VENDORS:

Any one or more of the following causes may be considered as sufficient for the disqualification of a Vendor and the rejection of its proposal or proposals:

- a. More than one proposal for the same contract from an individual, firm, or corporation under the same or different names.
- b. Evidence of collusion among Vendors.
- c. Unsatisfactory performance record as evidenced by past experience with the State of Delaware or on a State of Delaware central contract.
- d. Any suspension or debarment of the parent company, subsidiary or individual involved with the vendor by federal, any state or any local governments within the last 10 years.
- e. If the unit prices are obviously unbalanced either in excess or below reasonable cost analysis values.
- f. If there are any unauthorized additions, interlineations, conditional or alternate bids or irregularities of any kind which may tend to make the proposal incomplete, indefinite, or ambiguous as to its meaning.
- g. Non-attendance of mandatory pre-bid meetings shall be cause of disqualification.

7. AUTHORITY OF AGENCY:

On all questions concerning the interpretation of specifications, the acceptability and quality of material furnished and/or work performed, the classification of material, the execution of the work, and the determination of payment due or to become due, the decision of the Agency shall be final and binding.

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8. **OR EQUAL (PRODUCTS BY NAME):**

Specifications of products by name are intended to be descriptive of quality or workmanship, finish and performance. Desirable characteristics are not intended to be restrictive. Substitutions of products for those named will be considered provided the vendor certifies that the function, characteristics, performance and endurance qualities of the material offered is equal or superior to that specified.

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B. RESPONSIVENESS AND RESPONSIBILITY OF VENDOR:

The Delaware Veterans Home shall award this contract to the most responsible and responsive Vendor who best meets the terms and conditions of the proposal.

1. Rejection of individual proposals. -- A proposal may be rejected for 1 or more of the following reasons:
 - a. The person responding to the solicitation is determined to be nonresponsive or non-responsible;
 - b. It is unacceptable;
 - c. The proposed price is unreasonable; or
 - d. It is otherwise not advantageous to the State.
2. Offerors whose proposals are rejected as non-responsive shall be notified in writing about the rejection.
3. Responsibility of offerors. -- It shall be determined whether a vendor is responsible before awarding a contract. Factors to be considered in determining if a vendor is responsible include:
 - a. The offeror's financial, physical, personnel or other resources, including subcontracts;
 - b. The offeror's record of performance and integrity;
 - c. Any record regarding any suspension or debarment;
 - d. Whether the offeror is qualified legally to contract with the State;
 - e. Whether the offeror supplied all necessary information concerning its responsibility; and
 - f. Any other specific criteria for a particular procurement which an agency may establish (to be inserted by agency)
4. If a Vendor is determined to be non-responsive, the Vendor shall be informed in writing.
5. The State reserves the right to waive minor irregularities, or request additional information before determining the responsiveness of the Vendor. All Vendors will be afforded the same or similar opportunities, as necessary, and will be treated with equal regard before such determinations are finalized.

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C. PROPOSAL EVALUATION COMMITTEE:

The Proposal Evaluation Committee ("Committee") is comprised of representatives of the State of Delaware.

The Committee reserves the right to:

- Select for contract or for negotiations a proposal other than that with lowest costs.
- Reject any and all proposals or portions of proposals received in response to this RFP or to make no award or issue a new RFP.
- Waive or modify any information, irregularity, or inconsistency in proposals received.
- Request modification to proposals from any or all vendors during the contract review and negotiation.
- Negotiate any aspect of the proposal with any vendor and negotiate with more than one vendor at the same time.

D. REQUIREMENTS OF THE VENDOR:

The purpose of this section is to assist the Proposal Evaluation Committee to determine the ability of the organization to provide the materials and services described in the application. The proposal response should contain at a minimum the following information:

1. Delaware business license:
Provide evidence of a Delaware business license or evidence of an application to obtain the business license.
2. Comprehensive general liability insurance:
Provide evidence of professional liability insurance in the amount of \$1,000,000.00/\$3,000,000.
3. A brief statement that includes the name, address, and telephone number of the organization.
4. A description of the background and experience in providing the identified services to a Veterans Home and/or a long term care facility.
5. Three letters of reference from organizations or individuals with the ability to provide current information related to the ability to perform the duties outlined in the RFP.
6. A notarized letter from a CPA firm that attests to the historic and current state of financial solvency and financial-management performance.
7. A detailed plan of action for the implementation of services from the date that the proposed bidder is notified that the Home is going to enter a contract.
8. A proposed budget to include the cost of supplies and equipment, training, maintenance, other fees or charges.

E. CRITERIA AND SCORING:

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	EVALUATION CRITERIA		
		PERCENTAGE	POINTS
	Meets Mandatory RFP Requirements (pp 3 – 15)	Pass/Fail	
1.	Experience and Reputation	20%	
2.	Ability to provide dedicated staff for the duration of the implementation of the project	10%	
3.	Demonstrated Ability	15%	
4.	Ability to reliably and expeditiously implement the project and training	15%	
5.	Capacity to meet requirements (size, financial condition, etc.)	20%	
6.	Location (geographical)	10%	
7.	Evaluation of the proposed cost as it relates to the project	10%	
	TOTAL SCORE	100%	100

Procurement Evaluation Committee members will assign up to the maximum number of points listed for each of the criteria listed above. For items having quantitative answers, points will be proportionate to each proposal's response. Items with qualitative answers will receive the average of points assigned by Proposal Evaluation Committee members.

F. BEST AND FINAL OFFERS

Once the proposals have been evaluated and negotiations have been held with the vendor(s) determined to be likely to receive an award, the Procurement Evaluation Committee issue a request for Best and Final Offers from the vendor(s).

G. REFERENCES

The Committee may contact any customer of the vendor, whether or not included in the vendor's reference list, and use such information in the evaluation process. Additionally, the State of Delaware may choose to visit existing installations of comparable systems, which may or may not include vendor personnel. If the vendor is involved in such site visits, the State of Delaware will pay travel costs only for State of Delaware personnel for these visits.

H. ORAL PRESENTATIONS

Selected vendors may be invited to make oral presentations to the Committee. The vendor representative(s) attending the oral presentation shall be technically qualified to respond to questions related to the proposed system and its components.

All of the vendor's costs associated with participation in oral discussions and system demonstrations conducted for the State of Delaware are the vendor's responsibility.

V. MANDATORY PREBID MEETING:

A mandatory pre-bid meeting has been scheduled for Monday, April 9, 2012, at 1:00 p.m. at the Delaware Veterans Home Administrative Conference Room, 100 Delaware Veterans Blvd., Milford, DE 19963. **This is a mandatory meeting.** If a Vendor does not attend this meeting, they shall be disqualified and shall not be considered for further evaluation.

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VI. DEFINITIONS AND GENERAL PROVISIONS

The attached Definitions and General Provisions apply to all contracts and are part of each Request for Proposal. The requirement to furnish a bid bond and performance bond is applicable unless waived. Should the General Provisions conflict with the Special Provisions, the Special Provisions shall prevail. Vendors or their authorized representatives are required to fully acquaint themselves as to State procurement laws and regulations prior to submitting bid.

A. **DEFINITIONS:** Whenever the following terms are used, their intent and meaning shall be interpreted as follows:

STATE: The State of Delaware

AGENCY: State Agency as noted on cover sheet.

BID INVITATION: The "invitation to bid" or "Request for Proposal" is a packet of material sent to vendors and consists of General Provisions, Special Provisions, specifications, and enclosures.

BOND: The approved form of security furnished by the Vendors and its surety as a guaranty of good faith on the part of the Vendor to execute the work in accordance with the terms of the contract.

CONTRACT: The written agreement covering the furnishing and delivery of material or work to be performed.

DESIGNATED OFFICIAL: The agent authorized to act for an Agency.

GENERAL PROVISIONS: General Provisions are instructions pertaining to contracts in general. They contain, in summary, requirements of laws of the State, policies of the Agency, and instructions to vendors.

LOCAL TIME: Eastern Standard Time/Eastern Daylight Time

OPPORTUNITY BUY: A special offer from a supplier that is usually associated with a limited time to respond.

PROPOSAL: The offer of the Vendor submitted on the approved form and setting forth the Vendor's prices for performing the work or supplying the material or equipment described in the specifications.

SPECIAL PROVISIONS: Special Provisions are specific conditions or requirements peculiar to the contract under consideration and are supplemental to the General Provisions. Should the Special Provisions conflict with the General Provisions, the Special Provisions shall prevail.

SURETY: The corporate body which is bound with and for the contract, or which is liable, and which engages to be responsible for the Vendor's payments of all debts pertaining to and for its acceptable performance of the work for which he has contracted

VENDOR: Any individual, firm, or corporation formally submitting a proposal for the material or work contemplated, acting directly or through a duly authorized representative.

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VENDOR'S DEPOSIT: The security designated in the proposal to be furnished by the Vendor as a guaranty of good faith to enter into a contract with the Agency if the work to be performed or the material or equipment to be furnished is awarded to it.

B. GENERAL PROVISIONS

1. **INTERPRETATION OF ESTIMATES/QUANTITIES:**

- a. Unless stated otherwise, the quantities given in the RFP are to be considered to be approximate only and are given as a basis for the comparison of bids. The Agency may increase or decrease the amount of any item as may be deemed necessary or expedient, during the period of the contract.
- b. An increase or decrease in the quantity for any item is not sufficient ground for an increase or decrease in the unit price.
- c. Vendor usage reports for previous awards may be found at <http://gss.omb.delaware.gov/contracting/calpha.shtml> . Past usage shall not be considered a guaranteed future volume.

2. **SILENCE OF SPECIFICATIONS:**

The apparent silence of the specifications as to any detail, or the apparent omission from it of detailed description concerning any point, shall be regarded as meaning that only the best commercial practice is to prevail and only material and workmanship of the first quality are to be used. Proof of specifications compliance will be the responsibility of the vendor.

3. **EXAMINATION OF SPECIFICATIONS AND PROVISIONS:**

The Vendor shall examine carefully the proposal and the contract forms for the material contemplated. The Vendor shall investigate and satisfy itself as to the conditions to be encountered, quality and quantities of the material to be furnished, and the requirements of any Special Provisions in the RFP and the contract. The submission of a proposal shall be conclusive evidence that the Vendor has made examination of the aforementioned conditions.

4. **PRICES QUOTED:**

The prices quoted are those for which the material will be furnished F.O.B. Ordering Agency and include all charges that may be imposed during the period of the contract. All prices quoted must be in U.S. Dollars.

All vendors that maintain a core list of products under this contract shall maintain the appropriate negotiated prices on their core list. Vendors shall routinely offer to add to the core list material that has been identified as necessary. The Vendors are expected to routinely update any changes to the core list with the appropriate discounts listed.

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Any adjustments to a core list must receive prior written approval from the State before a core list can be changed by the Vendor. Changes include but are not limited to the migration of items on and off the core list as well as any price adjustments from the original agreed upon pricing.

5. **PUBLIC INSPECTION OF PROPOSALS:**

All documents submitted as part of the vendor's proposal will be deemed confidential during the evaluation process. Vendor proposals will not be available for review by anyone other than the State of Delaware/Proposal Evaluation Committee or its designated agents. There shall be no disclosure of any vendor's information to a competing vendor prior to award of the contract.

The State of Delaware is a public agency as defined by state law, and as such, it is subject to the Delaware Freedom of Information Act, 29 Del. C. Ch. 100. Under the law, all the State of Delaware's records are public records (unless otherwise declared by law to be confidential) and are subject to inspection and copying by any person. Vendor(s) are advised that once a proposal is received by the State of Delaware and a decision on contract award is made, its contents will become public record and nothing contained in the proposal will be deemed to be confidential except proprietary information.

Vendor(s) shall not include any information in their proposal that is proprietary in nature or that they would not want to be released to the public. Proposals must contain sufficient information to be evaluated and a contract written without reference to any proprietary information. If a vendor feels that they cannot submit their proposal without including proprietary information, they must adhere to the following procedure or their proposal may be deemed unresponsive and will not be recommended for selection. Vendor(s) must submit such information in a separate, sealed envelope labeled "Proprietary Information" with the RFP number. The envelope must contain a letter from the Vendor's legal counsel describing the documents in the envelope, representing in good faith that the information in each document is not "public record" as defined by 29 Del. C. § 10002(d), and briefly stating the reasons that each document meets the said definitions.

Upon receipt of a proposal accompanied by such a separate, sealed envelope, the State of Delaware will open the envelope to determine whether the procedure described above has been followed.

6. **LAWS TO BE OBSERVED:**

The Vendor is presumed to know and shall strictly comply with all Federal, State, or County laws, and City or Town ordinances and regulations in any manner affecting the conduct of the work. The Vendor shall indemnify and save harmless the State of Delaware, the Agency, and all Officers, Agency and Servants thereof against any claim or liability arising from or based upon the violation of any such laws, ordinances, regulations, orders, or decrees whether by itself, by its employees, or by its subcontractor(s).

7. **PERMITS AND LICENSES:**

All necessary permits, licenses, insurance policies, etc. required by local, State or Federal laws, shall be provided by the Vendor at its own expense.

8. **PATENTED DEVICES, MATERIAL AND PROCESSES:**

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- a. The Vendor shall provide for the use of any patented design, device, material, or process to be used or furnished under this contract by suitable legal agreement with the patentee or owner, and shall file a copy of this agreement with the Agency.
- b. The Vendor and the surety shall hold and save harmless the State of Delaware, the Agency, the Director, their Officers or Agents from any and all claims because of the use of such patented design, device, material, or process in connection with the work agreed to be performed under this contract.

9. **EMERGENCY TERMINATION OF CONTRACT:**

- a. Due to restrictions which may be established by the United States Government on material, or work, a contract may be terminated by the cancellation of all or portions of the contract.
- b. In the event the Vendor is unable to obtain the material required to complete the items of work included in the contract because of restrictions established by the United States Government and if, in the opinion of the Agency, it is impractical to substitute other available material, or the work cannot be completed within a reasonable time, the incomplete portions of the work may be cancelled, or the contract may be terminated.

10. **TAX EXEMPTION:**

- a. Material covered by this proposal is exempt from all FEDERAL and STATE TAXES. Such taxes shall not be included in prices quoted.
- b. Any material which is to be incorporated in the work or any equipment required for the work contemplated in the proposal may be consigned to the Agency. If the shipping papers show clearly that any such material is so consigned, the shipment will be exempt from the tax on the transportation of property under provisions of Section 3475 (b) of the Internal Revenue Code, as amended by Public Law 180 (78th Congress). All transportation charges shall be paid by the Vendor. Each Vendor shall take its exemption into account in calculating its bid for its work.

11. **INVOICING:**

After the awards are made, the agencies participating in the bid may forward their purchase orders ("P.O.") to the successful Vendor(s) in accordance with State Purchasing Procedures. The State will generate a payment voucher upon receipt of an invoice from the vendor.

12. **EQUALITY OF EMPLOYMENT OPPORTUNITY ON PUBLIC WORKS:**

During the performance of any contract for public works financed in whole or in part by appropriation of the State of Delaware, the Vendor agrees as follows:

- a. The Vendor will not discriminate against any employee or applicant for employment because of race, creed, color, sex, age, or national origin. The Vendor will take affirmative action to ensure that applicants are employed and that employees are treated equally during employment without regard to their race, creed, color, sex, age, or national origin. Such action shall include, but not be limited to the following: advertising, lay-off or termination, rates of pay or other forms of compensation, and selection for training including apprenticeships. The Vendor agrees to post in conspicuous places, notices to be provided by the contracting agency setting forth the provisions of this non-discrimination clause.

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- b. The Vendor will, in all solicitations or advertisements for employees placed by or on behalf of the Vendor, state that all qualified applicants will receive consideration for employment without regard to race, creed, color, sex, age, or national origin.
- c. The term "Vendor for public works" means construction, reconstruction, demolition, alteration, and/or repair work, maintenance work, and paid for in whole or in part out of the funds of a public body except work performed under a vocational rehabilitation program. The manufacture or furnishing of materials, articles, supplies or equipment is not a public work within the meaning of this subsection unless conducted in connection with and at the site of the public work.

13. **PRICES:**

Prices and/or rates shall remain firm through June 30, 2012, unless further negotiations are deemed necessary by the State.

The pricing policy that you choose to submit must address the following concerns:

- a. The structure must be clear, accountable and auditable.
- b. It must cover the full spectrum of services required.
- c. Costs and compensation must be consistent with the rates established or negotiated as a result of this RFP or P.O. issued based on this contract.

14. **PRICE ADJUSTMENT:**

If during the initial term of the contract, the Vendor is not prohibited from offering a price reduction on its services or materiel offered under the contract. The State is not prohibited from requesting a price reduction on those services or materiel during the initial term or any subsequent options that the State may agree to exercise.

15. **SHIPPING TERMS:**

FOB Destination, freight prepaid.

16. **FUNDING OUT or NON-APPROPRIATION:**

In the event the General Assembly fails to appropriate the specific funds necessary to enter into or continue the contractual agreement, in whole or part, the agreement shall be terminated as to any obligation of the State requiring the expenditure of money for which no specific appropriation is available at the end of the last fiscal year for which no appropriation is available or upon the exhaustion of funds.

17. **MANDATORY INSURANCE REQUIREMENTS:**

Certificate of Insurance and/or copies of insurance policies for the following:

- a. As a part of the contract requirements, the Vendor shall obtain at its own cost and expense and keep in force and effect during the term of this contract, including all extensions, the minimum coverage limits specified below with a carrier satisfactory to the State. All Vendors shall carry Comprehensive General Liability and all other coverages listed below.

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1. Comprehensive General Liability - \$1,000,000.00 per person/\$3,000,000 per occurrence.

And

2. Product Liability - \$1,000,000.00 per person/\$3,000,000 per occurrence.
- b. Automotive Liability Insurance covering all automotive units used in the work with limits of not less than \$100,000 each person and \$300,000 each accident as to bodily injury and \$25,000 as to property damage to others.
- c. Forty-five (45) days written notice of cancellation or material change of any policies shall be required.
- d. Before any work is done hereunder, a Certificate of Insurance referencing the name and contract number stated herein, shall be filed with the State. The certificate holder is as follows:

**Delaware Veterans Home
100 Delaware Veterans Blvd., Milford, DE 19963**

Note: The State of Delaware shall not be named as an additional insured.

18. STATE OF DELAWARE BUSINESS LICENSE:

Prior to receiving an award, the successful Vendor shall either furnish the Agency with proof of State of Delaware Business Licensure or initiate the process of application where required. An application may be requested in writing to: Division of Revenue, Carvel State Building, P.O. Box 8750, 820 N. French Street, Wilmington, DE 19899 or by telephone to one of the following numbers: (302) 577-8200 -- Public Service, (302) 577-8205 -- Licensing Department.
<https://onestop.delaware.gov/osbrlpublic/Home.jsp>

Information regarding the award of this contract will be given to the Division of Revenue. Failure to comply with the State of Delaware licensing requirements may subject your organization to applicable fines and/or interest penalties.

19. INDEMNIFICATION:

- a. **General Indemnification:** By submitting a proposal, the proposing vendor agrees that in the event it is awarded a contract, it will indemnify and otherwise hold harmless the State of Delaware, its agents and employees from any and all liability, suits, actions, or claims, together with all costs, expenses for attorney's fees, arising out of the vendor's its agents and employees' performance work or services in connection with the contract, regardless of whether such suits, actions, claims or liabilities are based upon acts or failures to act attributable, in whole or part, to the State, its employees or agents.

- b. **Proprietary Rights Indemnification**

Vendor shall warrant that all elements of its solution, including all equipment, software, documentation, services and deliverables, do not and will not infringe upon or violate any patent, copyright, trade secret or other proprietary rights of any third party. In the event of

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any claim, suit or action by any third party against the State of Delaware, the State of Delaware shall promptly notify the vendor in writing and vendor shall defend such claim, suit or action at vendor's expense, and vendor shall indemnify the State of Delaware against any loss, cost, damage, expense or liability arising out of such claim, suit or action (including, without limitation, litigation costs, lost employee time, and counsel fees) whether or not such claim, suit or action is successful.

If any equipment, software, services (including methods) products or other intellectual property used or furnished by the vendor (collectively "Products") is or in vendor's reasonable judgment is likely to be, held to constitute an infringing product, vendor shall at its expense and option either:

- a. Procure the right for the State of Delaware to continue using the Product(s);
- b. Replace the product with a non-infringing equivalent that satisfies all the requirements of the contract; or
- c. Modify the Product(s) to make it or them non-infringing, provided that the modification does not materially alter the functionality or efficacy of the product or cause the Product(s) or any part of the work to fail to conform to the requirements of the Contract, or only alters the Product(s) to a degree that the State of Delaware agrees to and accepts in writing.

20. **NON-PERFORMANCE:**

In the event the Vendor does not fulfill its obligations under the terms and conditions of this contract, in addition to proceeding with termination of the contract, the ordering agency may purchase equivalent product on the open market. Any difference in cost between the contract prices herein and the price of open market product shall be the responsibility of the Vendor. Under no circumstances shall monies be due the Vendor in the event open market products can be obtained below contract cost. Any monies charged to the Vendor may be deducted from an open invoice.

21. **FORCE MAJEURE:**

Neither the vendor nor the ordering agency shall be held liable for non-performance under the terms and conditions of this contract due, but not limited to, government restriction, strike, flood, fire, or unforeseen catastrophe beyond either party's control. Each party shall notify the other in writing of any situation that may prevent performance under the terms and conditions of this contract.

22. **VENDOR NON-ENTITLEMENT:**

State of Delaware Vendors for Materiel and for Services shall not have legal entitlement to utilize any Central Contract held by the State of Delaware. The Vendors may not seek business from another Vendors' Central Contract for the purpose of preparing a bid or proposal to the State of Delaware. Additionally, they shall not utilize other Central Contracts to fulfill the requirements of their respective contract unless they are considered a "Covered Agency" as defined by Title 29 Chapter 69 of the State Procurement Code or otherwise permitted by law.

This is not a prohibition from any Vendor choosing to work with another Vendor who holds a State Central Contract for private business.

23. **OPPORTUNITY BUYS:**

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The Director for the State of Delaware, Office of Management and Budget, Government Support Section can waive use of a central contract pursuant to 29 Del. C. §6911(e). A process has been developed to permit any vendor the opportunity to submit an Opportunity Buy offer to the State for goods and/or services for consideration despite the existence of a central contract. See http://gss.omb.delaware.gov/contracting/documents/agencyboilers/opportunity_buy_flowchart.pdf. The Director will afford any vendor on an existing central contract an opportunity to match or to beat the Opportunity Buy offer made by a non-contracted vendor prior to a waiver being granted.

24. **ORDERING PROCEDURE:**

Successful Vendors are required to have either a local telephone number within the (302) area code, a toll free (800) number, or agree to accept collect calls. Depending on the nature and scope of the event, each State agency or other governmental entity shall be responsible for contacting the awarded vendor directly for all required resources. All consumables delivered by the Vendor and received by a State agency or other governmental entity, become the property of that State agency or entity. Orders may be accomplished by written purchase order, telephone, fax or computer on-line systems.

25. **BILLING:**

The Vendor is required to "Bill as Shipped" to the respective ordering agency(s). Ordering agencies shall provide contract number, ship to and bill to address, contact name and phone number. The Vendor shall not charge a late fee that exceeds more than one percent (1%) per month, not to exceed twelve percent (12%) per annum.

Agencies will make every effort to achieve available discount opportunities under this contract. Vendors shall be required to report semi-annually opportunities to enhance the discounts achieved.

26. **METHOD OF PAYMENT:**

- a. For each P.O. issued as part of this contract, the State will pay Vendor monthly, within thirty (30) days of receipt of the Vendor's billing, the amount which is legitimately earned by the Vendor, and supported by payroll data and an itemized accounting of reasonable reimbursable direct non-salary costs. A current progress report of the work shall accompany each billing.

Final settlement for total payment to the Vendor will be made within thirty (30) days from the date of final written State acceptance of the work and services as agreed to in the P.O.

- b. No premium time for overtime will be paid without prior written State authorization. Indirect overhead cost shall not be applied to the premium portion of the overtime.
- c. The agencies or school districts using this award will authorize and process for payment each invoice within thirty (30) days after the date of receipt of a correct invoice. The State of Delaware intends to maximize the use of the P-Card for payment for goods and services provided under contract. Vendors shall not charge additional fees for acceptance of this payment method and shall incorporate any costs into their proposals. Additionally there shall be no minimum or maximum limits on any P-Card transaction under the contract. While it is the State's intention to utilize the P-card payment method the State reserves, at

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its discretion, the right to pay by ACH/ ACI or check. Should a Vendor wish to provide a financial incentive to not process payment by P-Card in their proposal, they are to prepare their proposals to clearly outline any incentives for alternative payment methods the Vendor is willing to accept.

28. **PRODUCT SUBSTITUTION:**

All items or services delivered during the life of the contract shall be of the same type and manufacture as specified or accepted as part of the proposal unless specific approval is given by the Agency to do otherwise. Awarded vendors are highly encouraged to offer any like substitute product (s), either generic or brand name, at any time during the subsequent contract term, especially if an opportunity for cost savings to the state exists. In all cases, the state may require the submission of written specifications and/or product samples for evaluation prior to any approvals being granted.

If a substitution is granted by the state, the Vendor must update its core list and maintain said list in a timely manner.

29. **SCHEDULE FOR PERFORMANCE OF WORK:**

All work described in these specifications shall be completed with reasonable promptness. As used in this Section, the State of Delaware shall be the sole judge of the term "reasonable". If the Vendor does not begin the work in a reasonable amount of time, they will be notified that if they fail to initiate the work promptly, the contract may be terminated and the State will forthwith proceed to collect for nonperformance of work.

30. **VENDOR RESPONSIBILITY:**

The State will enter into a contract with the successful Vendor(s). The successful Vendor(s) shall be responsible for all products and services as required by this RFP whether or not the Vendor or a subcontractor provided it. Subcontractors, if any, shall be clearly identified in the Vendor's proposal by completing Attachment 7.

31. **VENDOR- OWNED RENTAL EQUIPMENT AND SUPPLIES REMOVAL:**

The awarded Vendor shall remove all rental equipment and supplies from the event location (s) no later than an agreed to date once all contract obligations by the Vendor have been met.

32. **ENVIRONMENTAL PROCUREMENT REQUIREMENTS:**

Energy Star - If applicable, the Vendor must provide products that earn the ENERGY STAR rating and meet the ENERGY STAR specifications for energy efficiency in order to keep overall event costs to a minimum. The Vendor is encouraged to visit www.energystar.gov for complete product specifications and updated lists of qualifying products.

Green Products – third party certification of green products accepted from GSS w/approved green certification shall be offered wherever available in addition to or as a substitute for non-green products.

Vendors shall report all green items procured during the monthly reporting period using the Usage Report that will be provided to the awarded Vendor(s).

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Environmental Procurement Policies of the State shall determine acceptable consideration and credit for environmentally preferred products and services in the performance of this award.

The State Environmental Procurement Policies may be found:
<http://gss.omb.delaware.gov/contracting/documents/agencyboilers/espp.pdf>.

33. **PERSONNEL/EQUIPMENT/SERVICES:**

- a. The Vendor represents that it has, or will secure at its own expense, all personnel required to perform the services required under this contract.
- b. All of the equipment and services required hereunder shall be provided by or performed by the Vendor or under its direct supervision, and all personnel, including subcontractors, engaged in the work shall be fully qualified and shall be authorized under State and local law to perform such services.
- c. None of the equipment and/or services covered by this contract shall be subcontracted without the prior written approval of the State. Only those identified in Attachment 7 are considered approved upon award. Changes to those subcontractor(s) listed in Attachment 7 must be approved in writing by the State.

34. **MINIMUM WAGE RATES:**

Vendors should be aware that work performed under this contract may fall under the State of Delaware Minimum Wage Rates or the Delaware Prevailing Wage rates. The Vendor should contact the State of Delaware Department of Labor at 1-800-452-1589, or 302-761-8069 for current or applicable wage rate requirements.

35. **TERMINATION OF INDIVIDUAL ORDERS OR PURCHASE ORDERS:**

As a central contract, the contract resulting from this RFP shall include individual orders from state agencies and other entities authorized by law to procure from this contract. The individual orders may be terminated as follows:

a. Termination for Cause If, for any reasons, or through any cause, the Vendor fails to fulfill in timely and proper manner his obligations, or if the Vendor violates any of the covenants, agreements, or stipulations of this contract, the Agency shall have the right to terminate the P.O. by giving written notice to the Vendor of such termination and specifying the effective date thereof, at least five (5) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, maps, models, photographs, and reports or other material prepared by the Vendor in the performance of the P.O. shall, at the option of the Agency, become its property, and the Vendor shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents and other materials which is usable to the Agency.

b. Termination for Convenience The Agency may terminate the P.O. at any time by giving written notice of such termination and specifying the effective date thereof, at least sixty (60) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, models, photographs, reports, supplies, and other materials shall, at the option of the department, become its property and the Vendor shall be entitled to receive compensation for any satisfactory work completed on such documents and other materials which are usable to the Agency.

c. Termination for Non-Appropriations In the event the General Assembly fails to appropriate the specific funds necessary to enter into or continue the contractual agreement, in whole or part,

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the agreement shall be terminated as to any obligation of the State requiring the expenditure of money for which no specific appropriation is available at the end of the last fiscal year for which no appropriation is available or upon the exhaustion of funds. This is not a termination for convenience and will not be converted to such.

36. **TERMINATION OF CONTRACT:**

As a central contract, the contract resulting from this RFP may be terminated as follows by the Delaware Veterans Home.

a. Termination for Cause - If, for any reasons, or through any cause, the Vendor fails to fulfill in timely and proper manner its obligations under this Contract, or if the Vendor violates any of the covenants, agreements, or stipulations of this Contract, the State shall thereupon have the right to terminate this contract by giving written notice to the Vendor of such termination and specifying the effective date thereof, at least 30 days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, maps, models, photographs, and reports or other material prepared by the Vendor under this Contract shall, at the option of the State, become its property, and the Vendor shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents and other materials which is usable to the State.

b. Termination for Convenience - The State may terminate this Contract at any time by giving written notice of such termination and specifying the effective date thereof, at least sixty (60) days before the effective date of such termination. In that event, all finished or unfinished documents, data, studies, surveys, drawings, models, photographs, reports, supplies, and other materials shall, at the option of the State, become its property and the Vendor shall be entitled to receive compensation for any satisfactory work completed on such documents and other materials, and which is usable to the State.

c. Termination for Non-Appropriations In the event the General Assembly fails to appropriate the specific funds necessary to enter into or continue the contractual agreement, in whole or part, the agreement shall be terminated as to any obligation of the State requiring the expenditure of money for which no specific appropriation is available at the end of the last fiscal year for which no appropriation is available or upon the exhaustion of funds. This is not a termination for convenience and will not be converted to such.

37. **CHANGES:**

Both parties may, from time to time, require changes in the services to be provided by the Vendor under the Scope of Work. Such changes, including any increase or decrease in the amount of the Vendor's compensation, which are mutually agreed upon by and between the Agency and the Vendor shall be incorporated in written amendments to the Purchase Order or contract.

38. **INTEREST OF VENDOR:**

The Vendor covenants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree in providing products or performing services required under this contract. The Vendor further covenants that in the performance of this contract, no person having any such interest shall be employed.

39. **PUBLICATION, REPRODUCTION AND USE OF MATERIAL:**

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No material produced in whole or part under this contract shall be subject to copyright in the United States or in any other country. The State shall have unrestricted authority to publish, disclose, distribute and otherwise use, in whole or in part, any reports, data, or other materials prepared under this contract; provided, however, that the State agrees not to use any design or engineering plans prepared by the Vendor for anything other than their intended purpose under this Contract. The Vendor shall have the right to publish any and all scientific findings. Appropriate acknowledgment and credit for the State's support shall be given in the publication.

40. **RIGHTS AND OBLIGATIONS:**

The rights and obligations of each party to this agreement shall not be effective, and no party shall be bound by the terms of this agreement, unless and until a valid executed purchase order has been approved by the Secretary of Finance, and all procedures of the Department of Finance have been complied with. A separate purchase order shall be issued for every project.

41. **ASSIGNMENT OF ANTITRUST CLAIMS:**

As consideration for the award and execution of this contract by the State, the Vendor hereby grants, conveys, sells, assigns, and transfers to the State of Delaware all of its right, title and interest in and to all known or unknown causes of action it presently has or may now or hereafter acquire under the antitrust laws of the United States and the State of Delaware, relating to the particular goods or services purchased or acquired for the State pursuant to this contract.

42. **TESTING AND INSPECTION:**

The State of Delaware reserves the right to conduct any test or inspection it may deem necessary to insure equipment, materials and services conform to contract requirements.

43. **COVENANT AGAINST CONTINGENT FEES:**

The Vendor warrants that no person or selling agency has been employed or retained to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, excepting bona fide employees. For breach or violation of this warranty, the State shall have the right to annul this contract without liability or in its discretion to deduct from the contract price or consideration, or otherwise recover, the full amount of such commission, percentage, brokerage, or contingent fees.

44. **GRATUITIES:**

a. If it is found, after notice and hearing, by the State that gratuities (in the form of entertainment, gifts, or otherwise) were offered or given by the Vendor or any agent of the State with a view toward securing a contract, or securing favorable treatment with respect to the awarding, amending, or the making of any determinations with respect to the performance of this contract, the State may, by written notice to the Vendor, terminate the right of the Vendor to proceed under this contract and/or may pursue such other rights and remedies provided by law or under this agreement; provided that the existence of the facts upon which the State makes such findings shall be in issue and may be reviewed in proceedings pursuant to the Remedies clause of this contract; and

b. In the event this contract is terminated pursuant to subparagraph "a", the State shall be entitled (i) to pursue the same remedies against the Vendor, and (ii) to exemplary damages, as a penalty

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in addition to any other damages to which it may be entitled by law, in an amount which shall be not less than three, nor more than ten, times the costs incurred by the Vendor in providing any such gratuities to any such officer or employee. The amount of such exemplary damages shall be in the sole discretion of the State.

45. **AFFIRMATION:**

The Vendor must affirm that within the past five (5) years the firm or any officer, controlling stockholder, partner, principal, or other person substantially involved in the contracting activities of the business is not currently suspended or debarred and is not a successor, subsidiary, or affiliate of a suspended or debarred business.

46. **AUDIT ACCESS TO RECORDS:**

The Vendor shall maintain books, records, documents, and other evidence pertaining to this Contract to the extent and in such detail as shall adequately reflect performance hereunder. The Vendor agrees to preserve and make available to the State, upon request, such records for a period of five (5) years from the date services were rendered by the Vendor. Records involving matters in litigation shall be retained for one (1) year following the termination of such litigation. The Vendor agrees to make such records available for inspection, audit, or reproduction to any official State representative in the performance of their duties under the Contract. Upon notice given to the Vendor, representatives of the State or other duly authorized State or Federal agency may inspect, monitor, and/or evaluate the cost and billing records or other material relative to this Contract. The cost of any Contract audit disallowances resulting from the examination of the Vendor's financial records will be borne by the Vendor. Reimbursement to the State for disallowances shall be drawn from the Vendor's own resources and not charged to Contract cost or cost pools indirectly charging Contract costs.

47. **REMEDIES:**

Except as otherwise provided in this contract, all claims, counterclaims, disputes, and other matters in question between the State and the Vendor arising out of, or relating to, this contract, or a breach of it may be decided by arbitration if the parties mutually agree, or in a court of competent jurisdiction within the State of Delaware.

48. **AMENDMENTS:**

This contract may be amended, in writing, by mutual agreement of the successful vendor and the Delaware Veterans Home.

49. **SUBCONTRACTS:**

Subcontracting is permitted under this RFP and contract. However, every subcontractor shall be identified in the Proposal (Attachment 7) and agreed to in writing by the State or as are specifically authorized in writing by the Agency during the performance of the contract. Any substitutions in or additions to such subcontractors, associates, or consultants will be subject to the prior written approval of the State.

The Vendor(s) shall be responsible for compliance by the subcontractor with all terms, conditions and requirements of the RFP and with all local, State and Federal Laws. The Vendor shall be liable for any noncompliance by any subcontractor. Further, nothing contained herein or in any subcontractor agreement shall be construed as creating any contractual relationship between the

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subcontractor and the State.

50. **AGENCY'S RESPONSIBILITIES**

The Agency shall:

- a. Examine and review in detail all letters, reports, drawings and other documents presented by the Vendor to the Agency and render to the Vendor in writing, findings and decisions pertaining thereto within a reasonable time so as not to delay the services of Vendor.
- b. Give prompt written notice to the Vendor whenever the Agency observes or otherwise becomes aware of any development that affects the scope or timing of the Vendor's services.

51. **CONTRACT DOCUMENTS:**

The Definitions and General Provisions and any Special Instructions, Specifications, Request for Proposal, Proposal, Purchase Order, and Contract shall be a part of and constitute the entire Agreement entered into by the State of Delaware and any Vendor. In the event there is any discrepancy between any of these contract documents, the following order of documents governs so that the former prevails over the latter:

- Contract
- Request for Proposal
- Specifications or Scope of Work
- Definitions & General Provisions
- Proposal
- Purchase Order
- Special Instruction

52. **ASSIGNMENT:**

This contract shall not be assigned except by express prior written consent from the Agency.

53. **NOTICE**

Any notice to the State of Delaware required under the contract shall be sent by registered mail to:

NAME	Sandy Groff
DEPARTMENT	Department of State, Delaware Veterans Home
ADDRESS	100 Delaware Veterans Blvd., Milford, DE 19963

54. **VENDOR EMERGENCY RESPONSE POINT OF CONTACT:**

The awarded vendor(s) shall provide the name(s), telephone, or cell phone number(s) of those individuals who can be contacted twenty four (24) hours a day, seven (7) days a week where there is a critical need for commodities or services when the Governor of the State of Delaware declares a state of emergency under the Delaware Emergency Operations Plan dated November 2009 or in the event of a local emergency or disaster where a governmental entity other than a State Agency requires the services of the vendor. Failure to provide this information could render the proposal as non-responsive.

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C. AWARD AND EXECUTION OF CONTRACT

1. CONSIDERATION OF PROPOSALS:

The right is reserved to waive technicalities, to reject any or all bids, or any portion thereof, to seek new proposals, to proceed to do the work otherwise, or to abandon the work, if in the judgment of the Agency or its agent, the best interest of the State will be promoted thereby.

2. MATERIAL GUARANTY:

Before any contract is awarded, the successful Vendor may be required to furnish a complete statement of the origin, composition and manufacture of any or all of the material to be used in the contract together with such samples as may be requested for the purpose of testing.

3. AWARD OF CONTRACT:

Within ninety (90) days from the date of opening proposals, the contract will be awarded or the proposals rejected.

4. EXECUTION OF CONTRACT:

The Vendor (s) to whom the award is made shall execute a formal contract within twenty (20) days after date of official notice of the award of the contract.

5. WARRANTY:

The successful Vendor(s) shall be required to extend any policy guarantee usually offered to the general public, FEDERAL, STATE, COUNTY, or MUNICIPAL governments, on material in this contract against defective material, workmanship, and performance.

6. THE CONTRACT(S):

The contract(s) with the successful Vendor(s) will be executed with the Delaware Veterans Home acting for all participating governmental entities.

7. INFORMATION REQUIREMENT:

The successful Vendor's shall be required to advise and provide the Delaware Veterans Home of the gross costs associated with this contract.

VII. PROPOSAL REPLY SECTION for CONTRACT NO. 12-DVH-4

Nurse Call System

Please fill out the attached forms fully and completely and return with your proposal in a sealed envelope clearly displaying the contract number to the State of Delaware, Delaware Veterans Home by 2:00 pm EST on April 30, 2012 at which time bids will be opened.

A mandatory pre-bid meeting has been scheduled for 1:00 pm EST on Monday, April 9, 2012.

This is a mandatory meeting. If a Vendor does not attend this meeting; they shall be disqualified and shall not

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be considered for further evaluation.

Proposals must be mailed to:

**Delaware Veterans Home
100 Delaware Veterans Blvd., Milford, DE 19963**

PUBLIC PROPOSAL OPENINGS

The public proposal opening insures the citizens of Delaware that contracts are being proposed fairly on a competitive basis and comply with Delaware procurement laws. The agency conducting the opening is required by law to publicly open the proposals at the time and place specified and the contract shall be awarded within ninety (90) days thereafter. The main purpose of the proposal opening is to reveal the name(s) of the Vendor(s), not to serve as a forum for determining the apparent low Vendors. The disclosure of additional information, including prices, shall be at the discretion of the contracting agency until such time that the responsiveness of each proposal has been determined.

After receipt of a fully executed contract(s), the Delaware public and all Vendors are invited to make an appointment with the agency in order to review pricing and other non-confidential information.

NOTE: ONLY THE VENDOR'S NAME AND ADDRESS WILL BE READ AT THE OPENING

**Delaware Veterans Home
100 Delaware Veterans Blvd., Milford, DE 19963**

NO PROPOSAL REPLY FORM

CONTRACT # 12-DVH-4 CONTRACT TITLE: NURSE CALL BELL SYSTEM

To assist us in obtaining good competition on our Request for Proposals, we ask that each firm that has received a proposal, but does not wish to bid, state their reason(s) below and return in a clearly marked envelope displaying the contract number. This information will not preclude receipt of future invitations unless you request removal from the Vendor's List by so indicating below, or do not return this form or bona fide proposal.

Unfortunately, we must offer a "No Proposal" at this time because:

- _____ 1. We do not wish to participate in the proposal process.
- _____ 2. We do not wish to bid under the terms and conditions of the Request for Proposal document. Our objections are:

- _____ 3. We do not feel we can be competitive.
- _____ 4. We cannot submit a Proposal because of the marketing or franchising policies of the manufacturing company.
- _____ 5. We do not wish to sell to the State. Our objections are:

- _____ 6. We do not sell the items/services on which Proposals are requested.
- _____ 7. Other: _____

FIRM NAME

SIGNATURE

_____ We wish to remain on the Vendor's List **for these goods or services.**

_____ We wish to be deleted from the Vendor's List **for these goods or services.**

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CONTRACT NO.: 12-DVH-4

TITLE:

Nurse Call Bell System
Attachment 2

OPENING DATE: 4/30/2012

NON-COLLUSION STATEMENT

This is to certify that the undersigned Vendor has neither directly nor indirectly, entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competitive bidding in connection with this proposal, **and further certifies that it is not a sub-contractor to another Vendor who also submitted a proposal as a primary Vendor in response to this solicitation** submitted this date to the State of Delaware, Delaware Veterans Home

It is agreed by the undersigned Vendor that the signed delivery of this bid represents the Vendor's acceptance of the terms and conditions of this Request for Proposal including all specifications and special provisions.

NOTE: Signature of the authorized representative **MUST** be of an individual who legally may enter his/her organization into a formal contract with the State of Delaware, Delaware Veterans Home

COMPANY NAME _____

Check one)

<input type="checkbox"/>	Corporation
<input type="checkbox"/>	Partnership
<input type="checkbox"/>	Individual

NAME OF AUTHORIZED REPRESENTATIVE

(Please type or print) _____

SIGNATURE _____

TITLE _____

COMPANY ADDRESS _____

PHONE NUMBER _____

FAX NUMBER _____

EMAIL ADDRESS _____

FEDERAL E.I. NUMBER _____

STATE OF DELAWARE
LICENSE NUMBER _____

	(circle one)		(circle one)		(circle one)	
COMPANY CLASSIFICATIONS: CERT. NO. _____	<u>Women</u> <u>Business</u> <u>Enterprise</u> <u>(WBE)</u>	Yes No	<u>Minority</u> <u>Business</u> <u>Enterprise</u> <u>(MBE)</u>	Yes No	<u>Disadvantaged</u> <u>Business</u> <u>Enterprise</u> <u>(DBE)</u>	Yes No

[The above table is for information and statistical use only.]

PURCHASE ORDERS SHOULD BE SENT TO:

(COMPANY NAME) _____

ADDRESS _____

CONTACT _____

PHONE NUMBER _____

FAX NUMBER _____

EMAIL ADDRESS _____

AFFIRMATION: Within the past five years, has your firm, any affiliate, any predecessor company or entity, owner, Director, officer, partner or proprietor been the subject of a Federal, State, Local government suspension or debarment?

YES _____ NO _____ if yes, please explain _____

THIS PAGE SHALL BE SIGNED, NOTARIZED AND RETURNED WITH YOUR PROPOSAL TO BE CONSIDERED

SWORN TO AND SUBSCRIBED BEFORE ME this _____ day of _____, 20 _____

Notary Public _____

My commission expires _____

City of _____

County of _____

State of _____

Attachment 3

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Attachment 4

CONTRACT NO. 12-DVH-4
Contract Name: Nurse Call Bell System
PROPOSAL REPLY SECTION

COMPANY PROFILE & CAPABILITIES

Suppliers are required to provide a reply to each question listed below. Your replies will aid the evaluation committee as part of the overall qualitative evaluation criteria of this Request for Proposal. Your responses should contain sufficient information about your company so evaluators have a clear understanding of your company's background and capabilities. Failure to respond to any of these questions may result in your proposal to be rejected as non-responsive.

1.	

2.	

3.	

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Attachment 5

CONTRACT NO. 12-DVH-4
Contract Name: Nurse Call Bell System
PROPOSAL REPLY SECTION

☐ By checking this box, the Vendor acknowledges that they are not providing any information they declare to be confidential or proprietary for the purpose of production under 29 Del. C. ch. 100, Delaware Freedom of Information Act.

Confidentiality and Proprietary Information

Note: Add additional pages as needed.

CONTRACT NO. 12-DVH-4
Contract Name: Nurse Call Bell System

Business References

List a minimum of three business references, including the following information:

- Business Name and Mailing address
- Contact Name and phone number
- Number of years doing business with
- Type of work performed

Please do not list any State Employee as a business reference. If you have held a State contract within the last 5 years, please list the contract.

- Business Name/Mailing Address:
Contact Name/Phone Number:
Number of years doing business with :
Describe type of work performed:

2. Business Name/Mailing Address:
Contact Name/Phone Number:
Number of years doing business with :
Describe type of work performed:

3. Business Name/Mailing Address:
Contact Name/Phone Number:
Number of years doing business with :
Describe type of work performed:

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SUBCONTRACTOR INFORMATION FORM

ATTACHMENT 7

PART I – STATEMENT BY PROPOSING VENDOR		
1. CONTRACT NO. Insert Contract Number	2. Proposing Vendor Name:	3. Mailing Address
4. SUBCONTRACTOR	4c. Company OMWBE Classification:	
a. NAME	Certification Number: _____	
b. Mailing Address:	4d. Women Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No 4e. Minority Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No 4f. Disadvantaged Business Enterprise <input type="checkbox"/> Yes <input type="checkbox"/> No	
5. DESCRIPTION OF WORK BY SUBCONTRACTOR		
6a. NAME OF PERSON SIGNING	7. BY (<i>Signature</i>)	8. DATE SIGNED
6b. TITLE OF PERSON SIGNING		
PART II – ACKNOWLEDGEMENT BY SUBCONTRACTOR		
9a. NAME OF PERSON SIGNING	10. BY (<i>Signature</i>)	11. DATE SIGNED
9b. TITLE OF PERSON SIGNING		

* Use a separate form for each subcontractor

Insert most recent OMWBE Certification Application found here:
http://gss.omb.delaware.gov/omwbe/docs/certapp_022510.pdf

State of Delaware

Office of Minority and Women Business Enterprise Certification Application



Complete application and mail to:

Office of Minority and Women Business Enterprise (OMWBE)
100 Enterprise Place Suite # 4 Dover, DE 19904-8202 Telephone: (302) 857-4554 Fax: (302) 677-7086
Email: deomwbe@state.de.us

Web site:

Link to Certification Application: **<http://gss.omb.delaware.gov/omwbe/certify.shtml>**

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**APPENDIX A
SCOPE OF WORK**

1.0 General

- 1.1 The successful bidder shall furnish all equipment, accessories and material to meet the specifications described in this document.
- 1.2 The successful bidder shall provide detailed technical data sheets on all products proposed.
- 1.3 The successful bidder shall provide an Operational and Maintenance Manual.
- 1.4 The system shall be scalable and provide integration with other vendor products both current and future (radios, phones, badges, etc.)
- 1.5 The system shall provide for failure modes, alarms and diagnostics.
- 1.6 The system devices shall be UL 1069 listed and labeled.
- 1.7 The system shall be fully redundant to ensure 24/7 uptime even when applying patches and upgrades to any component.
- 1.8 The current Gamewell E3 fire system will stay intact and should not be affected by the new Nurse Call System; however one dome light shall be utilized for the smoke detector.
- 1.9 The system shall provide "real-time" communication of resident calls to the station console.
- 1.10 The system shall include problem indicators for facility and provider response.

2.0 System Description

- 2.1 The system shall include video display, hands-free speaker, audio handset and headset, patient stations, patient remote control devices, locator devices, emergency call stations, staff stations, dome lights, zone lights and power supplies.
- 2.2 The system shall provide nurse call services to four residential units. The system shall process calls and alerts from each unit. The system shall provide interchangeable, customized modes of operation as follows:
 - 2.2.1 Traditional: each residential unit shall operate independently with all calls within the unit routed to the local terminal.
 - 2.2.2 Distributed: the system shall gather all calls from the units at a single terminal. Staff shall be able to deal with all residents using a single terminal, while having the ability to deal directly with the residents from the each unit terminal.

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- 2.2.3 Dedicated: all calls and resident data shall be displayed at one or more central terminals. The central terminals shall handle all calls. The terminal shall be used in conjunction with the unit terminals, allowing for flexibility in the system.
- 2.2.4 Unattended: the system shall use wireless communication devised to automatically transmit resident calls to assigned caregivers.
- 2.3 The system shall provide and support a variety of calls.
 - 2.3.1 General or Device Call: a call placed by a resident using the call device connected to the resident station. The device may be a call cord, pillow speaker or bed control. This call can be designated as normal, priority or emergency depending on the system configuration.
 - 2.3.2 Interlock Call: a call from the resident device (call cord, pillow speaker or bed cable) due to the disconnection of devices.
 - 2.3.3 Staff Station Call: a call from a staff station or devices.
 - 2.3.4 Medical Emergency Call: a call due from a device such as a bed exit, IVAC, etc.
 - 2.3.5 Bath Emergency Call: a call received from a toilet room, shower or tub room that is equipped with a pull cord.
 - 2.3.6 Staff Emergency Call: a call received because a staff member requires assistance in a resident room. The call can be initiated from the room device or employee device.
 - 2.3.7 Code Blue Call: a staff call that indicates a life-threatening emergency.
- 2.4 The system shall provide, support, process and annunciated calls based on priorities that are determined by the facility.
 - 2.4.1 predetermined priority levels
 - 2.4.1.1The system shall be capable of at least eight priorities.
 - 2.4.2 predetermined call types
 - 2.4.1.2The system shall be capable of at least eight call types.
- 2.5 The system shall annunciate each call by various combinations of illuminated indicators, dome lights, zone light and tone(s)/ voice.
- 2.6 The system shall use different color lights, combined with steady or flashing illumination to provide distinction between call types. The light colors and distinction are to be determined by the facility.
- 2.7 The system shall sound tone signals at different frequencies and intermittent pulse rates to provide distinction between call types.
- 2.8 The system shall allow for a variety of call scenarios and responses.

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- 2.8.1 Normal resident call from a resident station.
- 2.8.2 Remote call device/ interlock signal call (disconnect).
- 2.8.3 Priority resident call from a resident station.
- 2.8.4 Emergency call from a resident station.
- 2.8.5 Staff assist call from a resident station or console station or device.
- 2.8.6 Emergency call from a bath station.
- 2.8.7 Code call from a code station or two-way device.
- 2.8.8 Medical emergency alarm from various pieces of equipment such as oxygen concentrators, tube feeding pumps, CPAP and BiPAP machines, with the ability to expand to other equipment.
- 2.8.9 Manual calls to a room or to staff areas.
- 2.9 The system shall provide service dispatch and call escalation.
 - 2.9.1 The system shall allow communication with staff through pre-programmed service messages or entry of manual messages.
 - 2.9.2 The system shall allow for the cancellation of the call in a variety of ways.
 - 2.9.3 The system shall provide "room-to-room" communication from any station in the unit network.
 - 2.9.4 The system shall identify the residents waiting for a response.
 - 2.9.5 The system shall provide the ability to view multiple incoming calls.
- 2.10 Resident Information
 - 2.10.1 The system shall provide a view and edit of resident information by room, by unit from a menu selection option. The unit will show all rooms and beds in the unit and the resident assigned to the room and bed.
 - 2.10.2 The system will show the resident information when the bed is selected. Resident records shall be determined by the facility.
- 2.11 Logging of Data Related Information
 - 2.11.1 The system shall time and date stamp all events in the system. This information shall be transmitted to a database management system that has the sufficient capacity to retain call-related statistical information.
 - 2.11.2 The system shall transfer event data (maximum 180 days call retention) from the operational storage area to an area designated for analysis.
 - 2.11.3 The system shall support the archiving of event data.

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2.11.4 The system shall have a customizable report generator for analysis of statistics.

2.11.5 Reports shall be viewable using a browser based interface.

2.12 The system shall provide remote call devices

2.12.1 Remote pillow speaker

2.12.2 Remote call cord

2.12.3 Pad call cord

2.12.4 Breath call cord

2.12.5 Remote monitor receptacle with at least four connections

2.12.6 Equipment locator tag

2.12.7 Overbed light controls (optional)

2.12.8 Resident TV control and sound (optional)

2.12.9 Bed side function for attempted bed exit

2.12.10 Resident voice call box in each room

2.12.11 Pull cord

2.13 System Lights

2.13.1 Corridor Dome Lights to include at least eight LED lamps of various colors.

2.13.2 Zone Lights to include at least eight LED lamps of various colors.

2.14 The system shall have the ability to automatically route and dispatch calls to devices. An auto call answer server terminal shall be the main control point.

2.15 The system shall consist of a call answer terminal server that is made up of a flat screen color LCD display, 101-key enhanced keyboard, mouse and digital audio phone handset with speaker/microphone.

2.16 The system shall be capable of providing a broadcast capability for designated facility personnel to communicate to all staff at once.

3.0 Installation and Implementation

3.1 The system installer shall be responsible for coordinating the wiring and cabling of the system.

3.2 The system installer shall furnish and install all conduit, cable trays, back boxes and shall provide electrical power where indicated by the system manufacturer and shall comply with NEC hospital standards for wiring.

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- 3.3 The system installer shall test each device in the system and shall schedule a walk-through and demonstrate a fully functional system that meets facility requirements as outlined in the RFP.
- 3.4 The installation shall be accomplished in accordance with industry and professional standards and the manufacturer's instructions.

4.0 **Sequencing and Scheduling**

- 4.1 Each part of the system shall be installed and phased into operation as required by the project schedule and each new component added shall require rigorous quality assurance testing.
- 4.2 The schedule shall be coordinated with work performed by other trades and suppliers so as not to cause any delays.
- 4.3 At the end of each work day (8:00 a.m. – 4:30 p.m.) the system shall be restored to full functionality.
- 4.4 The successful bidder shall provide dedicated resources for the life of the implantation of the project.

5.0 **Interfaces**

- 5.1 The system shall use the latest HL7 release to interface with the various systems determined by the facility.

6.0 **Training**

- 6.1 Formal training for the operation and maintenance of the system equipment shall be given by trained and certified personnel.

7.0 **Maintenance Service**

- 7.1 The successful bidder shall perform warranty maintenance service on the system using qualified personnel that have been factory trained for the system being serviced.
- 7.2 For maintenance service after the warranty period, the successful bidder shall submit a service agreement proposal.
- 7.3 The successful bidder shall provide an on-line diagnostic maintenance support capability.
- 7.4 Maintenance service shall be available on a 24-hour per day, 7-day per week basis for on-premise service call. The response time shall be within three (3) hours after notification of a malfunction.
- 7.5 A 24-hour telephone answering service shall be available to receive after hour maintenance service calls and dispatch on-call service personnel with the required response time.

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- 7.6 Repair of the malfunction shall be accomplished within 24 hours of the reported failure and a complete root cause analysis should be formally reported for each malfunction.

8.0 Compliance with State IT standards

- 8.1 The system and equipment must meet all Delaware Statewide IT standards and policies as outlined in the site <http://dti.delaware.gov/informaiton/standards-policies.shtml>
- 8.2 The system shall utilize Delaware's SSL VPN for all remote access.

9.0 System Infrastructure

- 9.1 If the system is stand alone, the proposal shall include all necessary hardware, software, and detailed specifications for both. If the system is in a virtual environment the proposal shall include specifications as well as network devices.
- 9.2 The system shall be capable of working in a VMware server environment as well as in a stand alone environment.
- 9.3 The system shall not interfere with existing wireless infrastructure.
- 9.4 The system shall be compatible with the most current version of Windows for desktop reporting.
- 9.5 The system shall have configurable screens to meet individual departmental needs.
- 9.6 The system shall be configured to print to current facility printers, faxes, etc.

10.0 System Security and Access

- 10.1 The system monitors shall be secure at every station.
- 10.2 The system shall support unlimited monitors for viewing.
- 10.3 The system shall have the ability to provide view only or write access rights by group.
- 10.4 The system shall have automatic sign-off/screen saver after a facility defined period of inactivity.
- 10.5 The system shall have a "fail safe" mode whereby information is backed up and made available in the event of failure.
- 10.6 The system shall have the ability to archive event data for up to 180 days.
- 10.7 The system shall provide audit trails for write access.
- 10.8 The screen display shall be HIPAA compliant.
- 10.9 The system shall be available to multiple users. Users to be determined by facility.

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11.0 Reporting

- 11.1 The system shall have the ability to export to MS Excel or Word or in CSV format.
- 11.2 The system shall include management reports accessible both visually and printed.
- 11.3 The system shall be capable of providing customized reports.
- 11.4 The system shall provide reports on resident care time elements, resident wait time, and response time to call.
- 11.5 The system shall track and report staff activity, i.e. time in room, etc.
- 11.6 The system shall give on-line and historical reporting for residents waiting for responses from various staff, i.e. nurse, CNA, physician.

12.0 Personalized Protection Tracking System

- 12.1 The nurse call system shall provide protection, emergency response, and resident location functionality.
- 12.2 Provide the ability to cover multiple exterior doors or customize into an integrated departure alert system.
- 12.3 The last know location and real time resident locating on a map, accurate to within approximately 10 feet.
- 12.4 When a gold wing resident approaches the wing door, it locks. If the door is open, an alarm notification is issued.
- 12.5 Track medical assets such as keys to medicine cabinets or equipment. (future expansion opportunity)
- 12.6 Alarms are presented in a visual format giving name, picture, and location.
- 12.7 Provide pendants, wristbands (etc.) that are waterproof, hypoallergenic, and/or smart card.
- 12.8 Provide Personalized protection options to maximum freedom should include:
 - 12.8.1 Time of day functions: Enable free access through an exit during day-time hours, while locking it at other times.
 - 12.8.2 Categorization: Customize door access on a per-resident basis, so that a resident can pass through some exits to reach a common area, while others may not have the same access.
 - 12.8.3 Volunteer Mode: Assign a pendant tag to a volunteer or another resident that enables them to escort a specific resident through monitored exits. (optional)
 - 12.8.4 Transport function: Centrally enable a resident to leave the facility for a family visit or other reasons. This eliminates sharing passcodes with family, or requiring staff members to bypass each exit individually.

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APPENDIX B
Cost Proposal

Format determined by submitting vendor, but must include all items listed on page 5, Item #15.

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APPENDIX C
Current Facility Equipment by Wing and Room

Blue (C) wing

Room number	Bed 1		Bed 2		Bath Room	
	Pull stations	Voice Comm	Pull stations	Voice Comm	Toilet Pull station	Shower Pull Station
1047						X
1132	X	X	X	X	X	X
1081	X	X	X	X	X	X
1080	X	X	X	X	X	X
1071	X	X			X	X
1070	X	X			X	X
1069	X	X	X	X	X	X
1068	X	X	X	X	X	X
1067	X	X	X	X	X	X
1066	X	X	X	X	X	X
1065	X	X	X	X	X	X
1064	X	X	X	X	X	X
1063	X	X	X	X	X	X
1062	X	X	X	X	X	X
1061	X	X	X	X	X	X
1060	X	X	X	X	X	X
1059	X	X	X	X	X	X
1058	X	X	X	X	X	X

Common Areas	Toilet Pull station
Admin	
1037	X
1038	X
Staff Locker rooms	
1039	X
1040	X

Red (B) wing

Room number	Bed 1		Bed 2		Bath Room	
	Pull stations	Voice Comm	Pull stations	Voice Comm	Toilet Pull station	Shower Pull Station
1237					X	
1239					X	
1229	X	X	X	X	X	X
1230	X	X	X	X	X	X
1269					X	X

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1269A					X	
1264	X	X			X	X
1263	X	X	X	X	X	X
1262	X	X			X	X
1261	X	X	X	X	X	X
1260	X	X	X	X	X	X
1258	X	X	X	X	X	X
1257	X	X	X	X	X	X
1256	X	X	X	X	X	X
1257	X	X	X	X	X	X
1253	X	X	X	X	X	X
1252	X	X			X	X
1251	X	X			X	X
1281	X	X	X	X	X	X
1280	X	X	X	X	X	X
1279	X	X	X	X	X	X
1278	X	X	X	X	X	X
1277	X	X	X	X	X	X
1276	X	X	X	X	X	X
1275	X	X	X	X	X	X
1274	X	X	X	X	X	X
1273	X	X	X	X	X	X
1272	X	X	X	X	X	X

Common Areas	Toilet Pull station	Toilet Pull station	Toilet Pull station	Toilet Pull station
1159	X	X		
1160	X	X	X	X

Gold (D) wing

Room number	Bed 1		Bed 2		Bath Room	
	Pull stations	Voice Comm	Pull stations	Voice Comm	Toilet Pull station	Shower Pull Station
1169					X	
1197A					X	
1192					X	
1228	X	X	X	X	X	X
1227	X	X	X	X	X	X
1219	X	X			X	X
1218	X	X			X	X
1217	X	X	X	X	X	X
1216	X	X	X	X	X	X
1215	X	X	X	X	X	X
1214	X	X	X	X	X	X
1213	X	X	X	X	X	X
1212	X	X	X	X	X	X
1211	X	X	X	X	X	X
1210	X	X	X	X	X	X

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1209	X	X	X	X	X	X
1208	X	X	X	X	X	X
1207	X	X	X	X	X	X
1206	X	X	X	X	X	X

Common Areas	Toilet Pull station	Toilet Pull station	Toilet Pull station	Toilet Pull station
1091	X	X		
1090	X	X	X	X
Physical Therapy				
1162A	X			

Green (D) wing

Room number	Bed 1		Bed 2		Bath Room	
	Pull stations	Voice Comm	Pull stations	Voice Comm	Toilet Pull station	Shower Pull Station
1139	X	X	X	X	X	X
1138	X	X	X	X	X	X
1137	X	X	X	X	X	X
1136	X	X	X	X	X	X
1135	X	X	X	X	X	X
1096					X	
1094					X	
1128					X	
1125A					X	
1144	X	X	X	X	X	X
1143	X	X	X	X	X	X
1142	X	X	X	X	X	X
1141	X	X	X	X	X	X
1140	X	X	X	X	X	X
1120	X	X			X	X
1119	X	X	X	X	X	X
1118	X	X			X	X
1117	X	X			X	X
1116	X	X	X	X	X	X
1115	X	X	X	X	X	X
1114	X	X	X	X	X	X
1113	X	X	X	X	X	X
1112	X	X	X	X	X	X
1111	X	X	X	X	X	X
1110	X	X			X	X
1109	X	X			X	X
1108	X	X	X	X	X	X

Common Areas	Toilet Pull station	Toilet Pull station	Toilet Pull station	Toilet Pull station
1091	X	X		

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1090	X	X	X	X
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APPENDIX D

State of Delaware, DTI – Architecture templates & guidelines

In order for proposed technology solutions to be approved for purchase by the Architectural Review Board and the Internal Technology Investment Committee the below templates will need to be created for each solution proposal:

- [Business Continuity/Disaster Recovery](#)
- [Data Model](#)
- [Network Diagram](#)
- [Process Diagram](#)
- [Software Inventory listing used by solution](#)
- [System Diagram](#)
- [State Standard/Policy Waiver Request](#) (only needed if solution does not meet one of the policies or standards referenced in section 8.1 of Appendix A)

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APPENDIX E

Phase One Base Implementation Business Requirements Document (BRD)

This BRD is the starting point for developing a fully executable Statement of Work (SOW) in conjunction with the awarded vendor.

[110000-T-203 Business Requirements DVH Nurse Call Bell - High Level and Detailed 2.1](#)